

Stakeholders of Bank Millennium Group

Mapping and classification

A thin red vertical line is located on the right side of the slide, extending from the top of the text area down to the bottom. A thin red horizontal line is located at the bottom of the slide, extending from the left side to the right side, intersecting the vertical line.

Methodology



Who is a stakeholder?

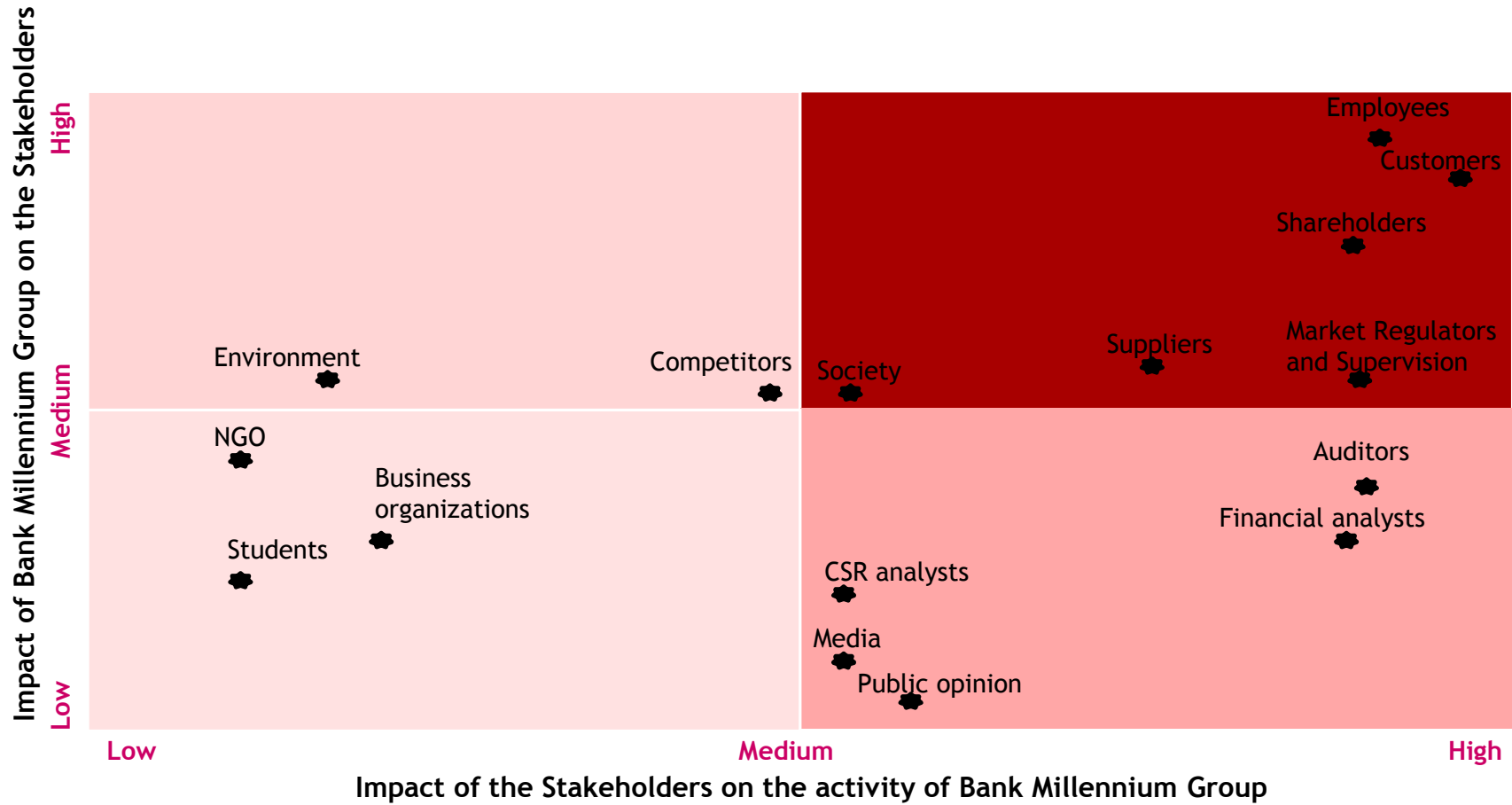
A stakeholder is anyone affected by the company's business as well as he who affects the company's business.



How were the stakeholders identified?

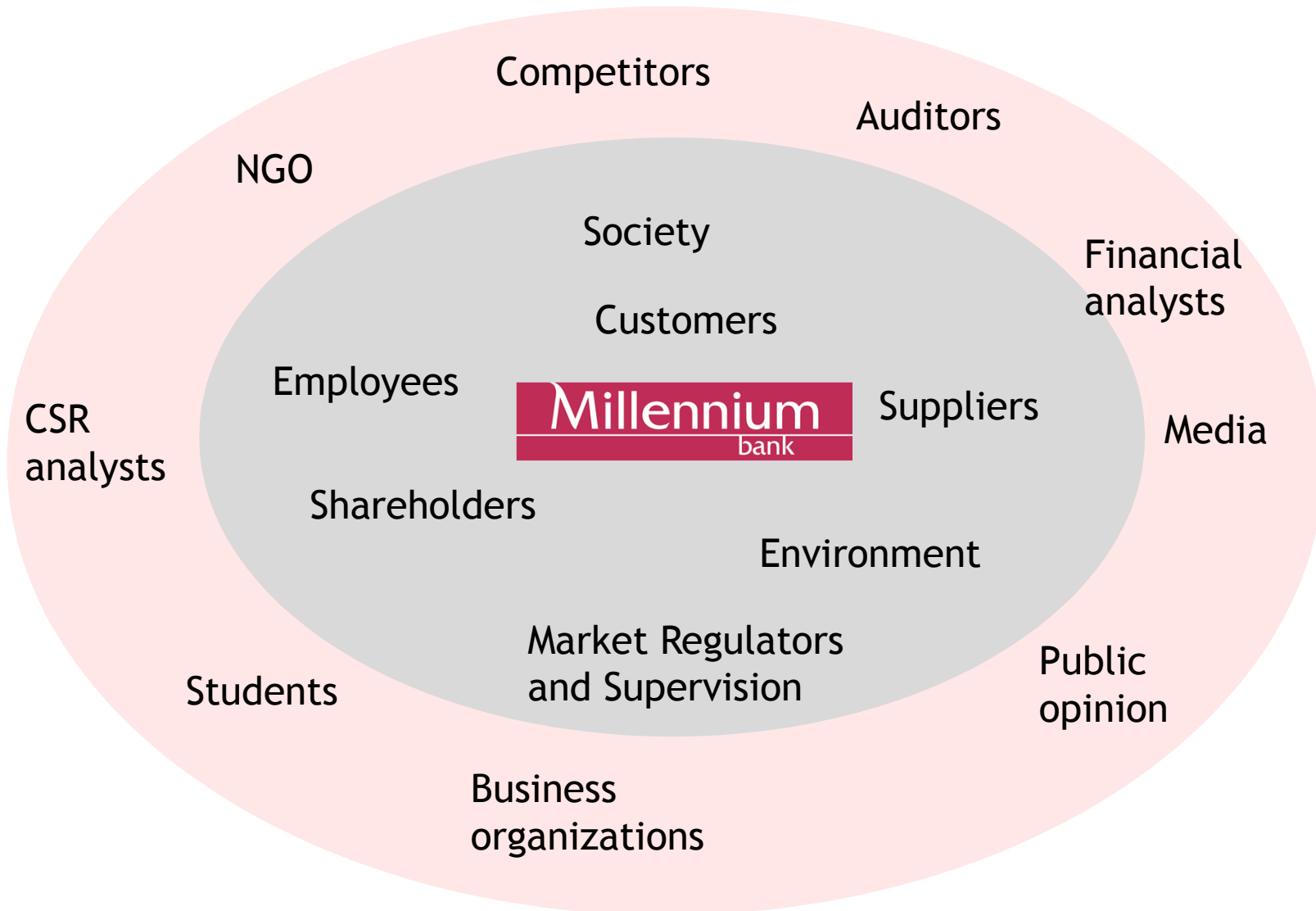
Groups of stakeholders were identified on the basis of an analysis of Bank Millennium Group operations. Interviews with the Bank's Employees led to identification of the main groups of stakeholders and defining the degree, to which they affect the company and also are themselves affected by it.

Mapping of Stakeholders



Focus
 Inform
 Monitor
 Support

Stakeholders of Bank Millennium Group



Key Stakeholders

Other Stakeholders

Communication channels with Stakeholders

CUSTOMERS

- Branches
- Website
- Infoline
- Meetings
- Information on statements
- Satisfaction surveys

MARKET REGULATORS AND SUPERVISION

- Periodic meetings
- Regular reports
- E-mail
- Website
- Phone calls

EMPLOYEES

- Intranet
- Website
- In - house magazine
- Internal meetings
- Satisfaction surveys
- Evaluation system
- Innovation Center
- Corporate events

SHAREHOLDERS AND ANALYSTS

- General Meeting of Shareholders
- Roadshows
- Conferences
- Meetings
- Stock exchange and press announcements
- Website
- E-mail
- Phone calls
- Responses to questionnaires

Millennium
bank

SUPPLIERS

- Periodic meetings
- Phone calls
- E-mail

MEDIA

- Website
- Press conferences
- Press releases
- E-mail

SOCIETY

- Website
- Competitions and training
- Conferences and seminars
- Meetings